



Department
of Health

The Children's Service Capacity System User Introduction

For Children's HCBS Providers

January 2022

Overview of Today's Webinar

- ✓ Children's Service Capacity Tracker Purpose and Overview
- ✓ Children Services Capacity Tracker – Process and Platform
- ✓ Responsibilities and Capacity Reporting Requirements
- ✓ Children's Service Capacity Tracker Homepage
- ✓ Children's Services Survey
- ✓ Children's Services Waitlist
- ✓ Alerts/Notifications
- ✓ Export Waitlist
- ✓ Live Presentation (Demo)
- ✓ Next Steps
- ✓ Q&A

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Children's Services Capacity Tracker

Why create a system:

- Provider feedback that too many entities were asking for waitlist and service availability - duplication
- HHCMs feedback that they don't know which providers have capacity and that they are referring the same child to multiple providers
- HHCMs do not know when and if children/youth get off a waitlist in a timely manner
- HCBS providers indicating they could build capacity if they knew the number of referrals they might receive and for which services are in need
- Medicaid Manage Care Plans (MMCP) are responsible for network adequacy but do not know if their members are on a waitlist to work with providers to build capacity
- Lead Health Homes do not know the children on a waitlist to ensure care managers are appropriately linking to services

Children's Waiver

- The Children's Waiver requires that enrolled and eligible children/youth are connected to services
- The State is unable to indicate how many children/youth are on a waitlist to collaborate with providers, managed care plans, lead Health Homes, and other stakeholders to build capacity, identify needs, and gaps to services
- There are requirements within the Children's Waiver to report to the Federal Government of the Centers for Medicare and Medicaid Services (CMS) regarding Children's Waiver access to services, as well as waitlist or gaps in services

The Children's Services Capacity Tracker

Purpose

- Report waitlist by services, by county, and by provider at a member level
- Show availability of providers by service and by county
- Provider availability information that will be linked to the current public facing Map on NYS DOH website
 - The public facing Map - [Children and Family Treatment and Support Services/Home and Community Based Services \(ny.gov\)](#)
- Indicate to providers if they have the same child/youth waiting for services
- Notify providers if a child/youth was removed from a waitlist and reason why
- Assist with the coordination of service delivery

Collaboration and Building Capacity

Additionally, on a monthly basis, information will be shared with HCBS providers, MMCPs, and Lead HHs to foster communication and collaboration regarding building capacity and assisting children/youth who are on waitlist to obtain services.

- HCBS providers have been willing or open to building capacity but needed more information – what services, what counties, and potential referral volume
- Lead HHs will understand the number of members awaiting service connectivity and be able to assist HHCMS to connect children/youth to other services as needed, and work with the Department to identify gaps in HCBS
- Medicaid Managed Care Plans (MMCP) will have a clear list of members on a waitlist by provider, service, and county to work with the Department to build network adequacy and assist HHCMS to link members to other services as necessary

Children Services Capacity Tracker – Process and Platform

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The Children's Services Capacity Tracker - Platform

In 2021, the State launched the Incident Reporting and Management System (IRAMS) to meet the Children's Waiver requirement to timely report critical incidents, complaints, and grievances

- HCBS providers, lead Health Homes, and HH care management agencies are already required to have access to IRAMS

The State leveraged this platform to build the Children's Services Capacity Tracker since HCBS providers already had access to IRAMS and not to build a separate system

The IRAMS and Children's Services Capacity Tracker is housed in a secure platform of the Health Commerce System (HCS)

The Children's Services Capacity Tracker - Access

At this time, only HCBS providers and the State will be able to access the Children's Services Capacity Tracker component of the IRAMS platform

It's **required** that HCBS providers report their capacity of HCBS by county, service and waitlist

- HCBS Providers will be required to submit a capacity survey and their waitlist information through the Children's Services Capacity Tracker at minimum every three (3) weeks on Friday by 11:59pm.
- **NOTE:** CFTSS Services are also available to document capacity and waitlist information. Currently, CFTSS providers are **not** required to complete a capacity survey or enter the Children's Services Capacity Tracker. However, HCBS providers who are also designed for CFTSS can manage their CFTSS waitlist in the Capacity Tracker.

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How To Access Children's Services Capacity Tracker

- Each provider should identify 2-3 users who will have access to Children's Services Capacity Tracker (not all practitioners staff need access).
- Each agency/organization's HCS Coordinator is the person who has the responsibility and authority to request and manage HCS accounts and roles for their agency via the Communications Directory.
- The HCS Coordinator is by default a user and therefore will have access to the Children's Service Capacity.
- The HCS Coordinator will assign the Children's Service Capacity user role to the identified users for their agency and assist users in requesting a valid HCS ID registers with their organization if necessary.

Who Should Use Children's Services Capacity Tracker

- It is the responsibility of providers to ensure that capacity reports are submitted on time and have internal processes in place for the Children's Services Capacity Tracker.
- The Department will extract reports of the Children's Services Survey every three weeks to monitor compliance.
- Children's HCBS providers will determine who will enter capacity and waitlist data in the Children's Service Capacity System housed in IRAMS.
- Children's HCBS providers must develop a policy to ensure complete and timely submissions of reporting.

The Children's Services Capacity Tracker - Monitoring

- The Providers will receive a reminder email three (3) days prior to the due date of submitting their capacity and waitlist information
- Providers will be able to run reports and monitor their waitlist information
- Providers will be able to see other providers' children/youth on a waitlist if the providers have the same child/youth on their respective waitlist
- The State will be able to run reports to share information with lead HHs and MMCPs regarding waitlist
- The State will review submitted survey reporting and aid providers who have difficulty submitting timely reporting

Responsibilities and Capacity Reporting Requirements

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Process and Overview of Responsibilities

Providers will report capacity in the Children's Services Capacity Tracker - the following three (3) areas

Report the number of children/youth being served by service

Report if the provider has availability to serve additional children/youth by service and in which county (ies)

Report specific children/youth information regarding who is on the provider waitlist and the reason why they are waitlisted

The Children's Services Survey and Waitlist

Providers

- Will be responsible for submitting **timely capacity reports** which are due every **three weeks by Friday at 11:59pm**.
- The provider must complete the survey to be compliant.
- This information will be transmitted to the public racing Map to assist providers, care managers, managed care plans, and families to identify services within their county that have availability.

Note: If survey submissions are submitted late, the State will reach out to set up a call to provide technical assistance to the provider to come into compliance

The Children's Services Survey

Providers will be responsible for submitting *at minimum* every **three weeks by Friday at 11:59pm**.

Within the Children's Services Survey, the provider will report:

- Number of children being served by service type
- Potential availability by county and service type

The Children's Services Waitlist

Providers will be responsible for submitting *at minimum* every **three weeks by Friday at 11:59pm.**

- *Providers can utilize this system to regularly manage their waitlist. On going management, monitoring, and reporting children/youth on a waitlist will assist other providers manage their waitlist (for children in common) and the State to begin building capacity*
- The following information is needed to complete child waitlist:
 - CIN and member information to verify correct Medicaid member,
 - Referral Date/Start Date on Waitlist
 - Service being requested
 - Within which county to be served
 - Reason for Waitlist

Children's Services Capacity Tracker Home Page

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Children's Services Capacity System Home Page

Children's HCBS Providers

- HCBS Providers will be able to see three featured boxes on the home screen:
 - Issue Reporting, Children's Services Waitlist, Children's Services Survey

Incident Reporting and Management System (IRAMS) & Children's Services

CIN, Member Name, Issue ID

| Issue Reporting | | |
|--|--------|--------|
| Type | Unread | Issues |
| Issue Queue | | 1 |
| Follow-Ups | | 1 |
| Drafts | | 0 |
| Closed | | 0 |
| Late  | | 1 |
| Due Soon | | 0 |

| Children's Services Waitlist | |
|------------------------------|----|
| Current Waitlist | 5 |
| Waitlist Alerts | 0 |
| Max Waitlist Days | 10 |
| Average Waitlist Days | 1 |

| Children's Services Survey | |
|----------------------------|-------------|
| Next Due Date | Feb 4, 2022 |
| Survey | Submitted |

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Children's Services Survey

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Children's Services Survey

- Fill in the number of children being served and if the provider has availability by county
 - The services are populated based on State designation by service and county
 - The services are identified by HCBS and CFTSS.

Incident Reporting and Management System (IRAMS) & Children's Services

CIN, Member Name, Issue ID

Children's Services

Children's Services Survey

Agency 1

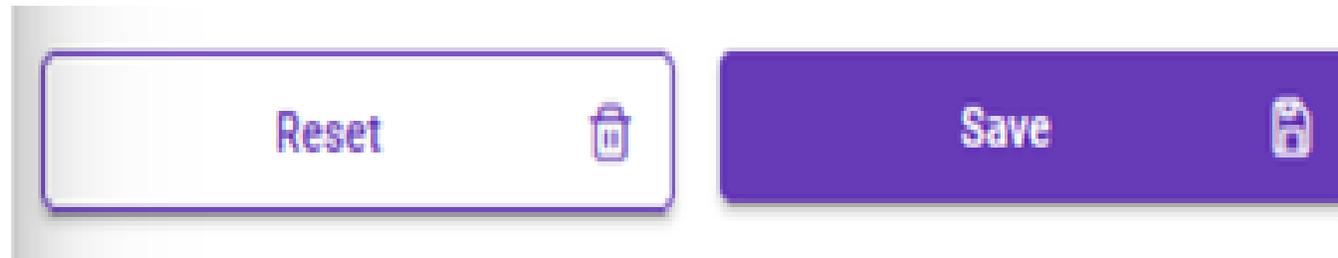
Next Submission Due: Feb 4, 2022
Survey Submitted
[View Survey History](#)

| Service Type | Service | Number of Children Served | Previous Submission | Counties with Potential Availability (Previous submission highlighted) |
|--------------|--|---------------------------|---------------------|---|
| CFTSS | Community Psychiatric Support and Treatment (CPST) | 6 | | Select All <input type="checkbox"/> <input checked="" type="checkbox"/> Bronx <input type="checkbox"/> Dutchess <input type="checkbox"/> Kings <input checked="" type="checkbox"/> New York <input type="checkbox"/> Orange <input type="checkbox"/> Putnam <input checked="" type="checkbox"/> Queens <input type="checkbox"/> Richmond <input type="checkbox"/> Rockland <input type="checkbox"/> Sullivan <input type="checkbox"/> Ulster <input type="checkbox"/> Westchester |

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Children's Service Survey – Completing Required Fields

- You will need to fill out the survey in its entirety.
- If you leave any required item blank, you will not be able to save your submission.
- The save button will turn purple once you have entered in all the required data.



Children's Services Survey – View Provider previous submission

- You will be able to view your previous submission by clicking on the “view survey history” button

Next Submission Due: **Feb 11, 2022**
Survey Not Submitted
[View Survey History](#)



| Survey ID ↑↓ | Reporting Period ↑↓ | Submit Date ↑↓ | Submitter ↑↓ |
|--------------|---------------------|----------------|--------------|
| 1000 | 01/15/2022 | 01/14/2022 | |

Children's Services Survey – Reminder, Survey Due Date

- At the top right corner, you will find your next submission due date.
 - Surveys are due every three weeks on Friday by 11:59pm.

Incident Reporting and Management System (IRAMS) & Children's Services

Children's Services Survey

Agency 1

Next Submission Due: Feb 4, 2022
Survey Submitted
[View Survey History](#)

| Service Type | Service | Number of Children Served | Previous Submission | Counties with Potential Availability (Previous submission highlighted) |
|--------------|--|---------------------------|---------------------|---|
| CPSS | Community Psychiatric Support and Treatment (CPST) | 6 | | Select All <input type="checkbox"/> <input checked="" type="checkbox"/> Bronx <input type="checkbox"/> Dutchess <input type="checkbox"/> Kings <input checked="" type="checkbox"/> New York <input type="checkbox"/> Orange <input type="checkbox"/> Putnam <input checked="" type="checkbox"/> Queens <input type="checkbox"/> Richmond <input type="checkbox"/> Rockland <input type="checkbox"/> Sullivan <input type="checkbox"/> Ulster <input type="checkbox"/> Westchester |

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Children's Services Waitlist

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Children's Services Waitlist

- The Children's Services Waitlist must be completed and monitored **regularly** to reflect additional waitlisted children as well as removed waitlisted children.
- Click on Manage a Child's Waitlist to add a child to waitlist at the top of the waitlist screen

The screenshot displays the 'Incident Reporting and Management System (IRAMS) & Children's Services' interface. The main header is purple with a search bar containing 'CIN, Member Name, Issue ID'. The left sidebar shows 'Children's Services' as the active menu item, with 'Child Waitlist' highlighted. The main content area is titled 'Children's Services Waitlist' and features a 'Manage a Child's Waitlist' button. Below this is a table with columns for Child's Name, CIN, Days, Service(s), County, and Organizations. Two rows of data are visible, both for 'New York' and 'Health Home'.

| Child's Name | CIN | Days | Service(s) | County | Organizations |
|--------------|----------|------|---------------------------------------|----------|-------------------------------------|
| > Doe, John | FY000000 | 1 | Caregiver Family Support and Services | New York | HH: CMA: Plan: Health Home |
| > Doe, Jane | FY000000 | 1 | 4 Services | New York | HH: CMA: Plan: Health Home |

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Children's Services Waitlist - Access

- In order to add a child to the waitlist you will need their CIN.

Manage a Child's Waitlist ×

Medicaid CIN *

Child's Name

DOB

Requested Service County *

| | Service Type | Service | Referral Date | Waitlist Reason | Removal Reason <i>*Required for Removal</i> |
|--------------------------|--------------|--|---------------|-----------------|--|
| <input type="checkbox"/> | CFTSS | Community Psychiatric Support and Treatment (CPST) | | | |
| <input type="checkbox"/> | CFTSS | Other Licensed Practitioner | | | |

Children's Services Waitlist - Access

- Once the child's name and DOB are populated, select the county in which they are requesting services. The waitlist will then ask you for the referral date, services requested, and reason for waitlisting.

Manage a Child's Waitlist

Medicaid CIN *

Child's Name

DOB

Requested Service County *

| | Service Type | Service | Referral Date | Waitlist Reason | Removal Reason <small>*Required for Removal</small> |
|--------------------------|--------------|--|---------------|-----------------|--|
| <input type="checkbox"/> | CFTSS | Community Psychiatric Support and Treatment (CPST) | | | |
| <input type="checkbox"/> | CFTSS | Other Licensed Practitioner | | | |

Children's Services Waitlist - Access

The list of waitlist reasons:

- Gender Specific Staff Requested
- Group Service Not Available
- Insufficient Expertise for Service
- Insufficient Staff for Service
- Scheduling Conflict
- Staff not Available for Location



HCBS

Caregiver Family Support and Services

01/18/2022



Insufficient Staff / Capacity



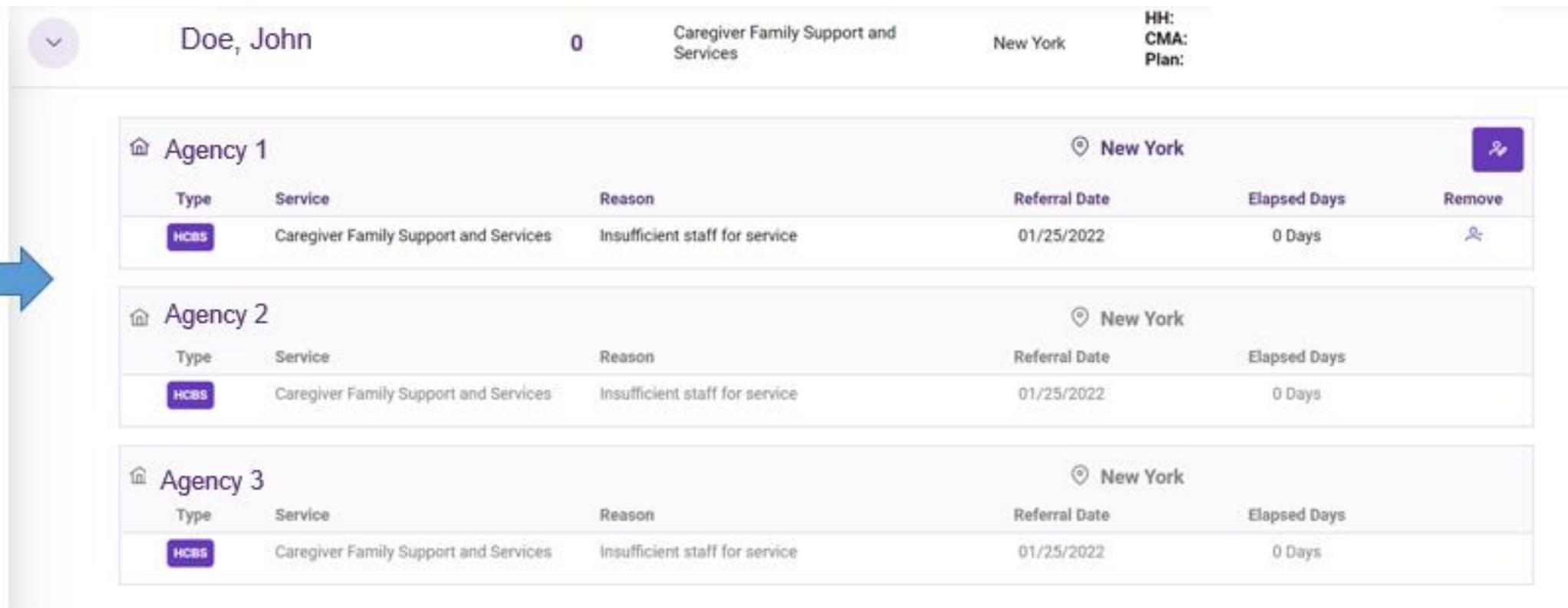
Select a Removal reason



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Children's Services Waitlist – Child Drop Down

- Click the drop-down arrow to see if a child is on multiple waitlists.

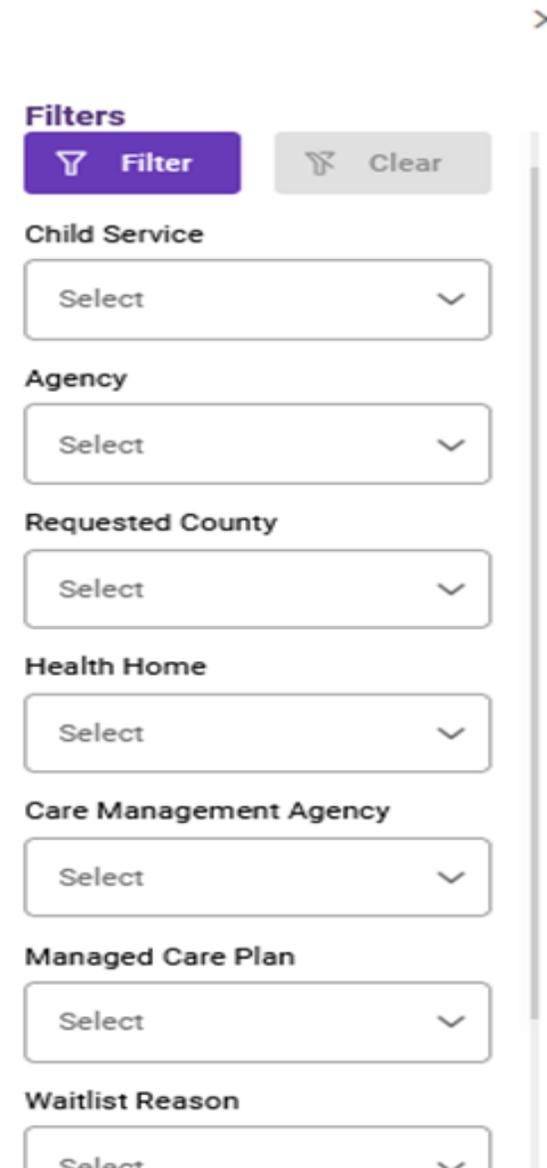


| Doe, John | | 0 | Caregiver Family Support and Services | New York | HH: CMA: Plan: | |
|-----------|---------------------------------------|--------------------------------|---------------------------------------|--------------|----------------------|--|
| Agency 1 | | | | | New York | |
| Type | Service | Reason | Referral Date | Elapsed Days | Remove | |
| | Caregiver Family Support and Services | Insufficient staff for service | 01/25/2022 | 0 Days | | |
| Agency 2 | | | | | New York | |
| Type | Service | Reason | Referral Date | Elapsed Days | | |
| | Caregiver Family Support and Services | Insufficient staff for service | 01/25/2022 | 0 Days | | |
| Agency 3 | | | | | New York | |
| Type | Service | Reason | Referral Date | Elapsed Days | | |
| | Caregiver Family Support and Services | Insufficient staff for service | 01/25/2022 | 0 Days | | |

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Children's Services Waitlist – Sort, Search, Filter options

- Click the additional filter button to apply additional criteria to minimize your search result list, specify a HCBS/CFTSS Agency, HCBS/CFTSS Site, and Waitlist Reason.



The screenshot shows a 'Filters' panel with a close button (X) in the top right corner. At the top of the panel are two buttons: a purple 'Filter' button with a funnel icon and a grey 'Clear' button with a funnel icon. Below these are seven filter categories, each with a dropdown menu:

- Child Service**: Select
- Agency**: Select
- Requested County**: Select
- Health Home**: Select
- Care Management Agency**: Select
- Managed Care Plan**: Select
- Waitlist Reason**: Select

Children's Services Waitlist – Child Drop Down

- Click the drop down arrow to see what services a child is requesting, their reason for waitlisting, referral date, and duration of time on the waitlist.

Children's Services Waitlist

View My Agency View All Agencies Export Filter Clear

Manage a Child's Waitlist

| Child's Name | CIN | Days | Service(s) | County | Organizations |
|--------------|----------|------|------------|----------|-------------------------------------|
| Doa, John | FY000000 | 1 | 2 Services | New York | HH: CMA: Plan: Health Home |

Agency 1 New York

| Type | Service | Reason | Referral Date | Elapsed Days | Remove |
|-------|---------------------------------------|--------------------------------|---------------|--------------|---|
| CFTSA | Other Licensed Practitioner | Insufficient staff for service | 01/25/2022 | 1 Days |  |
| HCBS | Caregiver Family Support and Services | Insufficient staff for service | 01/25/2022 | 1 Days |  |

In order to remove a child from the waitlist, click remove icon.

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Children's Services Waitlist – Remove from Waitlist

- Once you click on the manage child icon you will be able to remove a service, or all services based off your selections.
- You will be required to choose a removal reason before you can successfully remove child or service from waitlist.

Manage a Child's Waitlist ×

Medicaid CIN *

Child's Name

DOB

Requested Service County *

| | Service Type | Service | Referral Date | Waitlist Reason | Removal Reason <small>*Required for Removal</small> |
|-------------------------------------|--------------|--|--|---------------------------------|--|
| <input type="checkbox"/> | CFTSS | Community Psychiatric Support and Treatment (CPST) | 01/17/2022 <input type="button" value="🗑️"/> | Gender specific staff requested | Select a Removal reason |
| <input checked="" type="checkbox"/> | CFTSS | Other Licensed Practitioner | 01/17/2022 <input type="button" value="🗑️"/> | Gender specific staff requested | |
| <input checked="" type="checkbox"/> | CFTSS | Psychosocial Rehabilitation (PSR) | 01/17/2022 <input type="button" value="🗑️"/> | Group service not available | |
| <input checked="" type="checkbox"/> | HCRS | Caregiver Family Support and Services | 01/17/2022 <input type="button" value="🗑️"/> | Gender specific staff requested | |

Aged out of waiver
 Child was hospitalized/institutionalized
 Disenrolled from waiver
 Enrolled in Service

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Children's Services Waitlist – Remove from Waitlist

The list for removal reasons consists of:

- Aged Out of Waiver
- Child was Hospitalized/Institutionalized
- Disenrolled from Waiver
- Enrolled in Service
- Family Cancelled Request
- Family Requested Alternate Service
- Moved out of Service Area
- Moved out of State
- Unable to Contact Family

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Alerts/Notifications

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Children's Waitlist Alerts

- Agencies will receive email notifications of children who are removed from the waitlist for specified reasons
- An alert icon will be present next to the service in the Children's Waitlist

| | | | | | | | |
|---|-----------|---------|---|--------------|----------|----------------------|-------------|
| ▼ | Doe, Jane | FY00000 | 0 | ⚠ 2 Services | New York | nr: CMA: Plan: | Health Home |
|---|-----------|---------|---|--------------|----------|----------------------|-------------|

| Service Type | Waitlisted Service | Reason | Referral Date | Elapsed Days | Remove |
|---|---|-------------------------------|---------------|--------------|---|
|  | ⚠ Caregiver Family Support and Services | Insufficient Staff / Capacity | 01/21/2022 | 0 Days |  |
|  | Prevocational Services | Insufficient Staff / Capacity | 01/21/2022 | 0 Days |  |

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Note: This applies to children who are on multiple agencies waitlist.

Children's Services Survey Alerts

Agencies will receive email notifications serving as a reminder **three days** before the next submission due date.

Opt Out of Email Notifications & Delete Alerts

- Providers will have the option to opt-out of receiving email notifications for waitlisted children.
- Providers will have the ability to delete alerts from a child's case record.
 - Alerts are found next to the service the child is waitlisted for.

Send an email when...

Children's Service Surveys are due within 1 day

Children's Service waitlist alert



Exporting Waitlist

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Exporting Waitlist

HCBS Providers will have the functionality of exporting their existing waitlist into a excel spreadsheet. This can be used for record keeping as well as waitlist management.

The screenshot displays the 'Incident Reporting and Management System (IRAMS) & Children's Services' interface. The main content area is titled 'Children's Services Waitlist' and features a table with the following data:

| Child's Name | CIN | Days | Service(s) | County | Organizations |
|--------------|----------|------|---------------------------------------|----------|-------------------------------------|
| > Doe, John | FY000000 | 1 | Caregiver Family Support and Services | New York | HH: CMA: Plan: Health Home |
| > Doe, Jane | FY000000 | 1 | 4 Services | New York | HH: CMA: Plan: Health Home |

The interface also includes a search bar at the top right, a navigation menu on the left, and buttons for 'View My Agency', 'View All Agencies', 'Export', 'Filter', and 'Clear'. A blue arrow points to the 'Export' button.

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Live Presentation (Demo)

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Next Steps

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The Children's Services Capacity Tracker - Implementation

Timeline for implementation

- Webinar with HCBS providers – January 26th
- User guide and FAQ posted to State Website – by January 28th
- Launch of new Children's Services Capacity Tracker – January 31st
- **First Reporting by HCBS providers – due Friday February 4th by 11:59 pm**
- Reporting thereafter minimally every 3 weeks by Friday at 11:59 pm
- Follow up with HCBS providers during February HCBS provider monthly call with the State – February 16th

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CFTSS Provider Inclusion

- This is still in discussion
 - Information and data from the launch of the system with HCBS providers will inform these discussions
 - Majority of HCBS providers are also CFTSS providers
- CFTS Services are also available to document capacity and waitlist information. Currently, CFTSS providers are **not** required to complete a capacity survey or enter the Children's Services Capacity Tracker. However, HCBS providers who are also designed for CFTSS can manage their CFTSS waitlist in the Capacity Tracker.

PHASE 2

- The State has received a lot of feedback regarding the HCBS Plan of Care Workflow, and that the forms and process is difficult
- Request for real time information and ability to have the process automated
- Phase 2 will begin to examine the ability of an electronic referral process to request services
 - Care Managers will be able to submit referrals
 - Providers will be able to indicate in real time connection to services, waitlisted, or not able to serve
- Possibility for lead HHs and MMCP access, as well as MMCP ability to authorize services electronically
- HCBS Providers to be able to share Frequency, Scope, and Duration
 - Will engage the HH/MCO kids subcommittee to begin the discussion

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Questions/Feedback

- Questions and requests for technical assistance regarding IRAMS can be sent to the Email Health Homes webform: https://apps.health.ny.gov/pubpal/builder/email_health_homes Select:

Children's Services Capacity Questions Only No PHI

- Additional questions and to share feedback regarding potential needs/changes to the system BH.Transition@health.ny.gov
- **Thank you** to the providers focus group that already provided feedback!